



3/12/23 Library Systems and Services

Types Of Library system and services.

Library serves as information hubs facilitating access to College and supporting learning, research and professional development, the type of library determine the scope of collections, services and users group. modern libraries are increasingly digitized and networked offering a blend of physical and electronic resources.

+ Academic Libraries!

They are libraries attached to colleges, universities and higher education institutions. they support teaching, learning and research activities of student, faculty and staffs.

Key services of Academic libraries.

- 1 Reference services
- 2 Circulation services
- 3 Information literacy programmes
- 4 Digital resources access
- 5 Research support
- 6 Special collections in the Academic library

0 Examples of Academic Library are:

1 University of Ibadan library, Nigeria.

They offer online catalogue, OPAC, Access + JSTOR, Science direct, Ebscohost, research consultation for students.

Features of Academic Library

1 Academic library focus on academic curia and research needs, their collection includes textbooks, journals, thesis and ~~ebooks~~ E-resources

2 Integration with learning management.

2 Research Libraries

Research library specialize in providing advance resources for professionals and scientific research, they often support government, cooperative institutional research programmes.

Key Services of Research Library Includes

1 Archival access

2 Specialized reference services

3 Digital repository

4 They offer interlibrary loan.

5 They serve as research consultant.

Examples of Research Library

1 British library that provides millions of manuscript, rarebooks, extensive digital collections which are accessible worldwide.

2 Research Services for scholars in history, science and law.

Features of Research library.

1 They have specialized collections

2 They have services emphasize which emphasize support for original research

3 They highly focus on digital archiving and access to rare resources.

3 School Libraries

School library serves primary and secondary schools providing resources to enhance literacy, learning and curriculum support and they are crucial in developing reading habit and supporting classroom instructions.

Key Services of School library

- 1 School library have a reading programmes
- 2 They support curriculum for schools
- 3 They have Storytelling and other activities
- 4 They also serves their users in circulating resources
- 5 They support digital literacies to their users

Example of school libraries are:

A school library in local government area of Oyo state might provide reading corners for students, they provide STEM and language learning resources. They provide access to educational resources, e-books and

Features of school library.

- 1 They focus on literacy and recreational reading and foundational knowledge
- 2 They provide materials that are age appropriate and curriculum aligned.
- 3 They often serve as learning hubs for both students and teachers

4 Special libraries:

Special libraries serve specific organisations or industries, they focus on specialized collections

and provide highly tailored services to meet professional or educational needs

Key Services includes

- 1 Technical reference service
- 2 Information retrieval service
- 3 Document delivery services.
- 4 Current awareness services.
- 5 Knowledge management services.

Examples of special libraries includes

Corporate libraries eg Shell Nigerian Oil and gas library ! This library can provide industrial report, technical manuals and safety guidance

They can also provide report for engineers and management.

⑤ Government libraries: These are government owned libraries eg National library of Nigeria they have Special Collections ; the department can provide legislative materials, policy documents and archival records.

Medical libraries eg Teaching hospitals libraries and they can offer access to PubMed and medline

and clinical guides, research and training support for medical staffs.

Features of Government libraries

- 1 They have highly specialised and often restricted to organisational staff.
- 2 They have collections which may include technical report, manuals, databases and proprietary information.

TRENDS IN MODERN LIBRARY

DIGITAL LIBRARIES in digital libraries

SYSTEM

- 1 Libraries increasingly integrate e-books, online journals and databases
- 2 Library automation: The use of OPAC, RFID, and library management system for cataloguing and classification of resource management
- 3 Information literacy program: Training users to navigate digital information
- 4 Combining the physical and digital resources for flexible access.
- 5 Networked libraries

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OBJECTIVES OF LIBRARY SYSTEM AND SERVICES

The objective of library system and services broadly encompass providing access to information, they support education and lifelong learning, preserving knowledge, social and cultural needs and fostering community engagement specifically.

The objectives may include:

Collection development:

Libraries aim to create and maintain balanced, relevant and diverse collection of resources that reflect the needs and interests of the user. This includes selecting materials in various formats like in print, digital and audiovisual which align with the institutions, educational programmes or community interests.

Best practices includes ongoing assessment of user needs, input from faculty and stakeholders and continuous evaluation and weeding of outdated or less used materials.

A Collection development policy guides this activities by defining the goals, selection criteria

and the roles of staff involved in managing the collection to ensure effectiveness and sustainability.

2 Information Access and Retrieval!

It provides easy and timely access to information resources, libraries facilitate free access to knowledge regardless of social economic or demographic factors often supplementing traditional materials with electronic databases, online catalog and interlibrary loan services, they support users in discovering and effectively retrieving information through catalog systems, reference services and instructional support aid at improving information literacy.

3 User Support Services!

Library actively assist users through services such as reference help, research consultations, information literacy training and ^{technology} ~~technological~~ access. They provide reading programs, literacy initiatives and assistive services to accommodate diverse user groups including students, researchers and the general public.

Define
Collection development
User support services
Preservation and conservation
Community and cultural engagement
Bridging the digital divide.

✓ 4 Preservation and Conservation

To safeguard cultural heritage and knowledge libraries engage in preservation efforts including physical conservation of rare and valuable materials and digitisation processes to extend access and protect originals from getting lost.

These objectives ensure the longevity and accessibility of resources for current and future generation.

✓ 5 Community and cultural engagement:

Libraries serve as community hubs by offering programmes, workshops, exhibitions and events that promote literacy, cultural awareness, social inclusion and lifelong learning. They act as inclusive spaces for offering dialog, cultural exchange and community engagement.

✓ 6 Educational Support:

Academic and school libraries support formal education by aligning collections and services with curricula providing study spaces offering instructional service and facilitating research.

They help students and educators develop critical thinking and information skills essential for academic success.

7 Bridging the digital divide!

Libraries provide access to computers, Internet and digital literacy training especially important in underserved communities. This reduces information inequality by enabling participation in digital world.

8 Intellectual freedom and inclusion!

Libraries oppose uphold principles of intellectual freedom by providing access to a broad spectrum of viewpoints and ensuring services are inclusive and accessible to all users regardless of background promoting diversity and equal opportunity in information access.

9 Operational efficiency:

Library system focus on organising resources and services efficiently through management and technologies that streamline cataloguing, circulation and user record enhancing the

3/12/25 RESOURCES OF LIBRARY SYSTEMS

AND SERVICES

What are library resources?

library resources refers to the materials, tools and facilities that library makes available to users to meet their informational, educational and recreational and research needs.

These resources are the backbone of library system and enabling library to provide services that support learning, research, culture and community development.

Resources in the library are diverse and they broadly categorize into print, non print, electronic and human resources among others.

* The Resources includes:

① Print Resources:

② Books, reference books, textbooks, fiction and nonfiction,

③ Periodicals: Journals, magazines, newspapers

They are very relevant in the library, they are essential for deep reading, research and long time references and they support literacy knowledge.

acquisition and cultural awareness

② Non Print / Audio Visual resources

Non print resources provide information through non textual format engaging users through audio visual and they are especially important for accommodating diverse learning styles and enhancing users engagement

① Types of Non print includes:

Audio Resources

audio books and recorded lectures

MUSIC, CDs, Cassette

③ Visual Resources

Photographs, maps, charts, films, documents

educational videos

Multimedia Resources

These are resources that combine text, audio and images and videos such as interactive CDs and DVDs.

④ Electronic and Digital Resources:

Digital resources provides instant and interactive access to information.

Digital awareness

Digital resources

Provide information engaging users through digital media. They are especially important for those learning styles and engagement.

Includes:

Recorded lectures

Movies, films, documentaries

that combine text, audio such as interactive

Resources

Provides instant and information.

Print
Nonprint
Visual
Multimedia

electronic and digital
human
special and community oriented
Physical
community and network

Types of electronic and digital resources

includes:

E-books and E-journals

databases

Online repositories and Open educational resources

Digital management system (Catalogue, online catalog)

Importance of Electronic and Digital resources

1. They expand the scope of library beyond physical books.
2. They provide up-to-date information.
3. Facilitate research and support distance or remote learning.

⑥ Human Resources:

Librarians, library officers, technical staff, Support staff and Volunteer.

⑦ Special and Community Oriented Resources:

Library maintain special collection and community focus resources to cater to specific users or needs.

Eg! Archival and historical document
Government publication

Local and Indigenous Knowledge resources

Digital learning tools

8 Physical and technological infrastructures, resources!

Modern library system recognize that resources extend beyond content to include infrastructure and facility that enables effective information access

• Examples includes:

Furniture and study spaces

Computers and Internet access

Projectors

Security and preservation system.

9 Community and Network Resources!

This is where library increasingly participate in the interlibrary network and resource sharing consortia whereby they expand available resources beyond the local collection

Examples:

Interlibrary loan

Borrowing system

Cultural centers

3/12/25 STAFFING OF LIBRARY SYSTEMS AND SERVICES

The staffing of library systems and services refers to the organisation, deployment and management of personnel responsible for planning, organising, delivering and maintaining library resources and services.

Effective staffing is crucial to ensure that libraries fulfil their mission of providing access to information supporting learning and research and fostering a culture of reading and knowledge sharing. Library staff are the mediators between resources and users and their competence directly influence the quality of services delivered.

Importance of staffing in libraries:

* Staffing is fundamental to the operational efficiency and effectiveness of library systems and services, the importance of adequate and skilled staffing can be summarized as follows:

I Resource management:

Proper staffing ensures physical, digital and special resources organize, catalog and preserved effectively.

as knowledge resources

tools
technic
technological infrastructures

System recognise that resource
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enables effective information

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avation system.

network Resources!

library increasingly participate
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they expand available resou
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Cultural Centers

effectively

2 Users assistance

Staff guides users in accessing, evaluating and using information resources effectively.

3 Technology integration

Staff with I.C.T skills are essential for managing electronic resources, databases and digital library system.

4 Policy implementation

Staff are necessary to enforce library policies, manage acquisitions and maintain ethical and operational standards.

Categories of Library staff

Staffing in the library can be broadly categorised based on roles, responsibility and professional qualifications.

Those includes:

① Professionals staff

These are professional librarians, individuals with formal training and qualification in library and information science. Their roles and responsi-

bilities include:

Includes!

- a Planning, organising and managing library resources and services
- b Cataloguing, classification and indexing resources
- c Producing user information and literacy programs
- d Research support
- e Reference Services
- f Advisory functions.

They supervise other library staffs and coordinate

Examples of professional staffs includes!

- a Chief librarian
- b Academic librarian
- c Reference librarian
- d Digital Service librarian

lb Para professional staff!

These are persons who assist professional librarians and may have technical training in library science and related areas

Their roles and responsibilities includes:

- a Circulation duties
- b Shelving and basic Cataloguing

- c Managing routine library operations including
 - a issuing and returning materials
 - b Assisting users with library systems and information retrieval.

Examples of such staff are:

- a Library assistance
- b Technical assistance
- c Library technicians

② Support staff!

They are responsible for administrative, clerical and maintenance task within the library

Their roles and responsibilities includes

- a maintaining the library environment, furniture and equipment.
- b Handling security, reception and recording keeping duties
- c Assist in events, programs and logistics.

Examples of support staff includes

- a Clerks
- b Security personnel
- c Cleaning staff

③ IT and Digital resource staff:

These are specialist who manage the library technological infrastructure.

Their roles and responsibilities includes:

- A Maintaining library management systems (BAC, electronic databases)
- B Support users in accessing books, library journals and digital resources
- C They implement digital literacy programs and training

Examples includes:

- a System librarians
- b Digital library officer
- c Database Administrator

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STAFFING CONSIDERATION IN LIBRARY SYSTEM

The staffing of library is not only about numbers but competence, skills and alignment with users needs

Key considerations includes:

- 1 Size and type of library
- 2 User population and demand
- 3 Skills means
- 4 Organisation structure.

1 Size and types of library:

The large academic and research libraries requires a large more specialized staff that

2 User population and demand:

libraries serve large students, ^{population} relation and communities, need sufficient staff to manage circulation, reference queries and digital references

STAFFING FUNCTIONS IN LIBRARY SYSTEMS

AND SERVICES

Staff in library perform critical functions that sustain library operation and enhance users satisfaction.

- 1 Acquisition and collection development
- 2 Cataloguing and classification
- 3 Reference and information services
- 4 Circulation and lending services
- 5 User education and literacy programs

6 Maintenance and presentation

7 Administrative and managerial duties.

Challenges in library staffing

- 1 Inadequate staff numbers.
- 2 Skill gaps
- 3 Retention issues
- 4 Budget constraints.

Strategies for effective library staffing

- 1 Professional Development
- 2 Role specialisation
- 3 Strategies of ~~adequate~~ recruitment

- 1 Performance evaluation
- 2 Technological integration

5.1.2.2 SERVICES OFFERED BY LIBRARY SYSTEM

LIBRARY SERVICES

Library system and services are designed to facilitate access to information, supporting learning, enhance research, promote literacy and enrich cultural and recreational experiences. Library do not exist merely to store books, provide a boundary of services that connect users to knowledge, guide their information seeking behaviour and ensure effective utilization of resources.

Library Services can be categorized into

- 1 Call services (or traditional library services)
- 2 Reference and Information services
- 3 User Education services
- 4 Technological and digital services
- 5 Outreach services
- 6 Specialized services

(1) Call services or traditional library services

These are foundational services that form the backbone of any library system whether academic, public or special library.
e.g. Circulation services.

- Circulation services
 - Cataloguing and classification services
 - Shelving and access services
- * Circulation services: enable users to borrow journals, CDs and DVDs, they issue library cards, manage over due materials.
- * Cataloguing and classification services: details of library resources are systematically arranged using decimal classification scheme or congress classification scheme to locate resources efficiently in library Organised collection.
- * Shelving and access services: library and need to be done as all resources on shelves.

(2) Reference and Information services

Reference services are concerned with helping users to locate, evaluate and use information effectively.

These services are more personal and professional guidance.

- Circulation services
 - Cataloging and Classification services
 - Shelving and access services
- * Circulation services: enable users to borrow books, journals, CDs and DVDs, they issue library cards and managing overdue materials.
- * Cataloging and Classification services: The organization of library resources are systematically done by using Dewey decimal classification scheme or the Library of Congress classification scheme. It helps users to locate resources efficiently and ensure a well library organised collection.
- * Shelving and access services: They are done regularly and need to be done as a librarian, arranging resources on shelves.

② Reference and Information Services!

Reference Services are crucial in helping users to locate, evaluate and use information effectively. These services are more personalized and require professional guidance.

Types of Reference Services

- 1 Traditional reference services: librarians assist users in finding information sources using reference book and finding answers to query.
- 2 Current awareness service: where we keep users informed about latest publications and development in their need of interests.
- 3 Selective Dissemination of Information (SDI): provide user with information specifically tailored to their research interest or subject area.
- 4 Bibliographic and Research services: Assisting in compiling bibliographies, literature reviews and reference list for research projects and assignment.
- 5 Referral services: areas whereby users are directed to another library, Archives or online databases when needed information is not available locally.

B

CC Services

services! librarians assisting
in finding sources using reference
answers to query
rdices! where we keep
latest publications and
of interests.

ion of information (SDI)
information specifically
ch interest or subject area
earch services:

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list for research projects

es are directed to another
online databases when
not available locally.

(3) User's Education Services!

Modern libraries emphasize educating users
on how to evaluate, locate information effectively.

Components of User's Education and Information
literacy Services

1 Library orientation programme! Introducing new
users to library facilities, collections and services,
teaching users how to use Catalogues, digital data
bases and lending services.

2 Information literacy training! Equipping users with
skills to search for, evaluate and ethically use
information.

3 Workshops and Seminars! They are conducted
to enhance research skills, digital literacy and
Specialized knowledge eg workshop on using online
academic databases like jstors, EBSCOhost, science
direct.

(4) Technological and Digital library services!
libraries now provide services that leverage
digital technology to enhance information access
and usability eg online public

access catalogue (OPAC)

- 1 Access to digital resources: e-books, ejournals, databases, multimedia resources, remote access ensures users can retrieve information outside the library.
- 2 Library automation services: Automated Circulation, Cataloguing acquisitions and Inventor inventory management improves efficiency.
- 3 Internet and Computer services: public access computers WiFi and digital workstations facilitate research, assignment and information retrieval.
- 4 Digital Reference service: They includes email reference, online chat with librarians, virtual assistance and the use of AI powered tools to answer queries.
- 5 Outreach and community services: Libraries been extended beyond the physical building to engage communities and promote literacy and information access

use COPAC)

Digital resources: E-books, e-journals, multimedia resources, remote users can retrieve information easily.

Circulation services: Automated Circulation, acquisitions and inventories improves efficiency.

Computer services: public access WiFi and digital workstations for assignment and information

Service: They include chat with librarians, virtual and the use of AI powered tools as.

Community services: been extended beyond the physical communities and promote information access

1 Mobile and extension library services:

Bringing resources to remote or underserved community mobile libraries or book Vans

2 Reading and literacy programs: Storytelling sessions, reading clubs and literacy campaigns are being engaged to render library services.

3 Cultural and recreational programmes:

Organising exhibitions, film streaming, author talks and story-telling sessions.

4 Collaborative and partnership programmes:

Work with schools, NGOs, government agencies to enhance information access and education.

⑥ Specialized library services:

They serve specific user groups, provide tailored service to meet information needs

1 Eg. cooperative or business libraries: They competitive market research, Competence resources and Industry report

2 Medical and health libraries: Clinical references, patient education resources and access to

medical journals and database.

8 Legal libraries: We can have access to statutes, case law, legal journals and research support for lawyers and law students.

Archival Services: These are areas to preserve and provide historical documents, rare manuscripts and heritage collections.

Other Services Offered by Library System and Services

- 1 Interlibrary loan.
- 2 Binding and research services
- 3 Information storage and retrieval services
- 4 Consultation and advisory services